

IMPORTANT ACTION REQUIRED:

We're upgrading our network – check *all* of your TVs to see if you have the right digital equipment.



[Month 2011]

Update on Network Upgrade for:

John Q. Sample
123 Any Street
Apt. 1-A
Anytown, US 12345-6789

Unique Digital ID #: [XXXX-XXXX-XXXX-XXXX]

Account #: [XXXXXXXXXXXXXX]

Home Phone #: [XXX-XXX-XXXX]

FIND THE LATEST NETWORK
UPGRADE NEWS AT
comcast.com/digitalnow

Soon you'll enjoy TV, Internet and Voice service made possible by Comcast's network upgrade to an all-digital platform. This means all of your channels will be broadcast exclusively in digital format beginning **on or about January 24, 2012**.

After the upgrade, any TV without digital equipment may no longer receive any channels. You'll need to make sure you have the right digital equipment for each of your TVs at [SERVICE ADDRESS INFORMATION].

Follow these simple steps:

1 Check your TVs for digital equipment

DIGITAL SET-TOP BOX



DIGITAL ADAPTER



Actual equipment may vary.

To continue receiving all of your current channels, you should check each TV in your home to see if it's connected to a digital set-top box, digital adapter or CableCARD™ device (like a TiVo). If it is, that TV **does not** need any additional equipment.

If all of your TVs are connected to a digital set-top box, digital adapter or CableCARD device, there's nothing you need to do!

If you still need digital devices, go to steps 2 and 3.

The digital set-top box and digital adapter provide:

- All your current channels in crisp digital picture and sound
- Access to more channels like C-SPAN2 and WJLA Doug Hill's Weather Now

2 Order equipment at comcast.com/digitalnow

- Have your Unique ID or account # handy (at the top of this letter)
- Receive up to three digital adapters at no additional monthly service charge.
- There's no charge for shipping this order, and it's easy to install. Professional installation is available at an additional charge
- Additional digital adapters are \$0.50 each per month.
- You can also order your equipment by calling 1-877-634-4434.

3 Activate your equipment

It's easy — visit comcast.com/digitalnow; you'll find helpful tips, FAQs and step-by-step self-installation videos.

Order before January 24, 2012!



xfinity®

xfinity®



**Click or Call.
Install. That's All.**

comcast.com/digitalnow
1-877-634-4434

Use this brochure to answer questions you have and to learn about the latest network upgrade taking place.



To keep all your current channels – make sure you have the right digital equipment for *all* of your TVs.

Your guide to Comcast's latest network upgrade **on or about January 24, 2012**


Inside:

Check All of Your TVs
Digital Channel Guide

XFINITY – more of the entertainment you want, when and how you want it.

Check all of your TVs

You'll need to verify that *all* of your TVs are connected to a **digital set-top box** or **digital adapter**, or use a CableCARD™. If you still need equipment, you can receive up to three digital adapters at no additional monthly service charge. **Without the right digital equipment, you may lose your current channels once the upgrade is complete.**

Here's the equipment	Here's what it costs	Here's what you'll receive
<p>Digital adapter</p> 	<ul style="list-style-type: none"> ■ No additional monthly service charge for up to 3 adapters ■ Additional Digital Adapter Service outlets are \$0.50 each per month 	<ul style="list-style-type: none"> ■ All your current channels, plus additional channels you don't receive now, like C-SPAN2 and WJLA Doug Hill's Weather Now ■ Crisp digital picture and sound on every TV

Digital Channel Guide

The following channels will require a digital set-top box, digital adapter or CableCARD.

Effective on or about January 24, 2012

Local Origination.....	2	WUSA-9 (CBS) Washington DC	9	WETA-26 (PBS) Washington DC	26
WDCW-50 (CW) Washington DC.....	3	WFDC-14 (Univision) Washington DC	14	EWTN	65
WRC-4 (NBC) Washington DC	4	WPXW-66 (ION) Washington DC.....	16	WZDC-25 (Telemundo) Washington DC.....	66
WTTG-5 (FOX) Washington DC.....	5	HSN	17	Government Access	67
QVC	6	Educational Access.....	18	WGN America	70
WJLA-7 (ABC) Washington DC	7	WDCA-20 (MY) Washington DC.....	20	Leased Access.....	96
NewsChannel 8	8	Government Access	23	Public Access	98
		C-SPAN	24	Educational Access.....	99
		MASN2	25		

These channels will become available *immediately* with your new equipment.

WMDO-47 (Telefutura) Washington DC	15	WRC Nonstop	208	MHz France 24	277
WHUT-32 (PBS) Washington DC.....	19	WETA Create	265	MHz RT Espanol	278
WWPB-31 (PBS) Hagerstown	22	WETA Kids	266	MHz Arirang.....	279
ShopNBC	89	WETA-26 (PBS) Washington DC	267	MHz Ethiopian TV.....	280
TV Guide Network.....	100	WWPB 2	268	ShopNBC	283
C-SPAN2	104	WWPB V-me	269	WMDO LA TV	558
WQAW-48 (Azteca America).....	198	WMDO LA TV	270	WWPB V-me	559
WDCW Antenna TV	201	MHz Worldview.....	271	WFDC-14 (Univision) Washington DC	561
WUSA Weather Radar	203	MHz NHK World TV.....	272	WMDO-47 (Telefutura) Washington DC....	563
WJLA Doug Hill's Weather Now	204	MHz CCTV News.....	273	WZDC-25 (Telemundo) Washington DC....	565
WJLA Retro Television Network	205	MHz RT.....	274	WQAW-48 (Azteca America).....	568
WDCW This TV.....	206	MHz Al Jazeera English	275		
WRC Universal Sports.....	207	MHz CCTV Documentary.....	276		

Click or Call. Install. That's All.

comcast.com/digitalnow | 1-877-634-4434

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XFINITY service not available in all areas. Limited to residential customers receiving Limited Basic service. Digital set-top box and remote required to receive Interactive Program Guide. QAM tuner TVs will continue to receive Limited Basic channels 2-9, 14, 16-18, 20, 23-26, 65-67, 70, 96, 98 and 99 without a digital device. Pricing subject to change. Applicable equipment, installation, taxes and franchise fees extra. Call for details. ©2011 Comcast. All rights reserved.